

As part of our centenary celebrations, we are offering free site tours of the Bury St Edmunds British Sugar factory. These will be taking place on Tuesday and Thursday evenings, from now until February 2026. They will start at 5.30pm and will last approximately 2 hours.

If you are interested in seeing behind the gates of the local 'Cloud Factory', please call 01284 763291 during office hours to book a place.

Safety & security guidelines:

To make sure you get the best out of your visit and in line with British Sugar safety guidelines, tour groups will be a maximum of 10 people. You will be accompanied at all times by a British Sugar tour guide. Please note that anyone coming on a tour must be over 16 years old and ID will be requested for all visitors coming on site, on the day. Please remember to bring yours with you. No ID could mean no tour.

What your tour will involve:

- Walking approx. 1.5 miles in total - both inside the factory (which in certain areas can be very hot) & outside (where it can be very cold, weather dependent).
- Ascending & descending staircases, both inside & outside - max 3 floors high.
- Some vantage points that are elevated, people can opt out of this if they wish.

British Sugar will provide you with the following PPE (Personal Protective Equipment) which must be worn at all times:

- Hard Hat
- Local eye protection (safety glasses/safety over glasses)
- Ear defenders
- Safety shoes
- Hi visibility jacket/coat or bib

A week before your tour date we will require:

- Your name and contact number (so we can get in touch if needed)
- Your jacket sizes for each individual (S, M, L, XL, XXL, XXXL)
- Your UK shoe size (If you are organising a number of people, to come as a group, we would ask that you collate the information above for everyone in your party.)

What you need to wear for your tour

- o Long sleeved top - short sleeves are not permitted
- o Trousers - legs must be covered
- o It is ok to wear you own coat if you wish, we can provide a light weight hi visibility bib that can be worn over the top. Or we can provide a high visibility (light weight) jacket. (sizes available above)

Please note:

- The only jewellery items allowed on our site is a plain wedding ring and watches. Glasses are also permitted. All other jewellery should be removed and left at home.
- False nails are also considered a safety risk on site. So, if these can't be easily removed beforehand you will be supplied with a British Sugar pair of gloves, which will also need to be worn at all times.

On the day of your tour:

- Please arrive at reception (IP32 7BB) no later than 17:20 so you can sign in and get kitted out in your PPE. Changing rooms are available and we will provide a visitor locker & key for shoes, bags, etc.
- There is plenty of car parking available, but please make sure you reverse park into a space, and use the pedestrian walkways in line with our site regulations.
- Mobile phones are allowed on the tour, but we ask that you take instructions from your tour guide on where photos can and can't be taken.
- Water dispensers are available. But please note, we ask that apart from a non-glass water bottle, no food or drink is brought on to site. This is in line with our food safety regulations.



To mark our 100th Birthday, Bury factory has formed a new charity partnership with St Nicholas Hospice of Bury St Edmunds.

So, whilst our tours are free of charge, we ask that if anyone wishes to show their appreciation, they make a donation to the Hospice through the link below.

